

Response to Restriction Requirement  
Docket No. 018.0961.US.UTL

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

*In re Application of* )  
Howard M. Lee )  
5 Serial No. 10/721,704 ) Group Art Unit: 3624  
Filed: November 25, 2003 ) ) Examiner:  
10 For: Audio/Video Service Quality Analysis Of ) Mansfield, Thomas L.  
Customer/Agent Interaction )

**RESPONSE TO RESTRICTION REQUIREMENT**

15 Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Examiner Mansfield:

20 In response to the Restriction Requirement mailed on September 1, 2009, for the above-referenced patent application, please enter the following amendments and remarks. A petition for five-months Extension of Time is included. 37 C.F.R. § 1.136(a).

**A listing of the Claims** begins on page 2.

25 **Remarks** begin on page 18.